

Mississippi Secretary of State
700 North Street P. O. Box 136, Jackson, MS 39205-0136

ADMINISTRATIVE PROCEDURES NOTICE FILING

AGENCY NAME Mississippi Public Service Commission		CONTACT PERSON Brian U. Ray		TELEPHONE NUMBER 601-961-5434	
ADDRESS P.O. Box 1174		CITY Jackson		STATE MS	ZIP 39215
EMAIL brian.ray@psc.state.ms.us	SUBMIT DATE 9/15/11	Name or number of rule(s): Rules and Regulations Governing Public Utility Service Rule 6			

Short explanation of rule/amendment/repeal and reason(s) for proposing rule/amendment/repeal: To amend the service rules in regard to customer relations over the telephone.

Specific legal authority authorizing the promulgation of rule: 77-3-45

List all rules repealed, amended, or suspended by the proposed rule: Rules and Regulations Governing Public Utility Service Rule 6.

ORAL PROCEEDING:

☒ An oral proceeding is scheduled for this rule on Date: 12/6/11 Time: 10:00am Place: Commission's hearing room on the First Floor of the Woolfolk State Office Building, Suite 112, 501 N. West Street, Jackson MS 39201

☐ Presently, an oral proceeding is not scheduled on this rule.

If an oral proceeding is not scheduled, an oral proceeding must be held if a written request for an oral proceeding is submitted by a political subdivision, an agency or ten (10) or more persons. The written request should be submitted to the agency contact person at the above address within twenty (20) days after the filing of this notice of proposed rule adoption and should include the name, address, email address, and telephone number of the person(s) making the request; and, if you are an agent or attorney, the name, address, email address, and telephone number of the party or parties you represent. At any time within the twenty-five (25) day public comment period, written submissions including arguments, data, and views on the proposed rule/amendment/repeal may be submitted to the filing agency.

ECONOMIC IMPACT STATEMENT:

☐ Economic impact statement not required for this rule. ☒ Concise summary of economic impact statement attached.

TEMPORARY RULES	PROPOSED ACTION ON RULES	FINAL ACTION ON RULES
<input type="checkbox"/> Original filing <input type="checkbox"/> Renewal of effectiveness To be in effect in _____ days Effective date: <input type="checkbox"/> Immediately upon filing <input type="checkbox"/> Other (specify): _____	Action proposed: <input type="checkbox"/> New rule(s) <input checked="" type="checkbox"/> Amendment to existing rule(s) <input type="checkbox"/> Repeal of existing rule(s) <input type="checkbox"/> Adoption by reference Proposed date of adoption: <input checked="" type="checkbox"/> 30 days after filing <input type="checkbox"/> Other (specify): _____	Date Proposed Rule Filed: _____ Action taken: <input type="checkbox"/> Adopted with no changes in text <input type="checkbox"/> Adopted with changes <input type="checkbox"/> Adopted by reference <input type="checkbox"/> Withdrawn <input type="checkbox"/> Repeal adopted as proposed Effective date: <input type="checkbox"/> 30 days after filing <input type="checkbox"/> Other (specify): _____

Printed name and Title of person authorized to file rules: Brian U. Ray, Executive Secretary

Signature of person authorized to file rules: /s/ Brian U. Ray

OFFICIAL FILING STAMP	DO NOT WRITE BELOW THIS LINE OFFICIAL FILING STAMP	OFFICIAL FILING STAMP
Accepted for filing by		Accepted for filing by
	Accepted for filing by <u>CB18074E</u>	



DELBERT ROSEMAN
Secretary of State

CONCISE SUMMARY OF ECONOMIC IMPACT STATEMENT

An Economic Impact Statement is required for this proposed rule by Section 25-43-3.105 of the Administrative Procedures Act. This is a Concise Summary of the Economic Impact Statement which must be filed with the Secretary of State's Office.

AGENCY NAME Mississippi Public Service Commission	CONTACT PERSON Brian U. Ray	TELEPHONE NUMBER 601-961-5432	
ADDRESS P.O. Box 1174	CITY Jackson	STATE MS	ZIP 39215
EMAIL brian.ray@psc.state.ms.us	DESCRIPTIVE TITLE OF PROPOSED RULE Customer Relations		
Specific Legal Authority Authorizing the promulgation of Rule: 77-3-45		Reference to Rules repealed, amended or suspended by the Proposed Rule: Rules and Regulations Governing Public Utility Service Rule 6	

A. Estimated Costs and Benefits

1. Briefly Summarize the benefits that may result from this regulation and who will benefit:

Utility customers would not have to navigate through each utility's automated call management system.

2. Briefly describe the need for the proposed rule:

Utility customers would be more satisfied with their service, in general, because they felt their needs were being met by the impacted utility.

3. Estimated Cost of implementing proposed action (check option):

a. To the agency

☐ Nothing ☒ Minimal ☐ Moderate ☐ Substantial ☐ Excessive

b. To other state or local government entities

☐ Nothing ☒ Minimal ☐ Moderate ☐ Substantial ☐ Excessive

4. Estimated Cost and/or economic benefit to all persons directly affected by the proposed rule:

c. Cost:

☐ Nothing ☒ Minimal ☒ Moderate ☐ Substantial ☐ Excessive

d. Economic Benefit:

☐ Nothing ☒ Minimal ☒ Moderate ☐ Substantial ☐ Excessive

5. Estimated impact on small business:

☐ Nothing ☒ Minimal ☐ Moderate ☐ Substantial ☐ Excessive

6. The cost of adopting the rule compared to not adopting the rule or significantly amending the existing rule:

☐ substantially less than ☒ moderately less than ☐ minimally less than

☐ the same as ☐ minimally more than ☐ moderately more than

☐ substantially more than ☐ excessively more than

7. The benefit of adopting the rule compared to not adopting the rule or significantly amending the existing rule:

- ☐ substantially less than ☐ moderately less than ☐ minimally less than
☐ the same as ☐ minimally more than ☒ moderately more than
☐ substantially more than ☐ excessively more than

B. Reasonable Alternative Methods

1. Other than adopting this rule, are there less costly or less intrusive methods for achieving the purpose of the proposed rule?

- ☐ yes ☒ no

2. If yes, please briefly describe available, reasonable alternative(s) and the reasons for rejecting those alternatives in favor of the proposed rule.

C. Data and Methodology

1. Please briefly describe the data and methodology you used in making the estimates required by this form.

The data in the Economic Impact Statement was provided in response to data requests from the Public Utilities Staff.

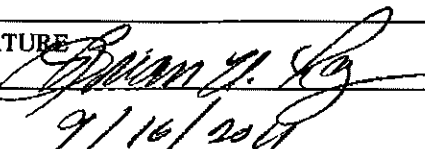
D. Public Notice

1. Where may someone obtain copies of the full text of the economic impact statement?

The statement is attached to the Commission's order in PSC Docket No. 2011-AD-289. It is accessible from the Commission's web-site.

2. Where, when, and how may someone present their views on the proposed rule and demand an oral proceeding on the proposed rule if one is not already provided?

An oral proceeding is scheduled for this rule on December 6, 2011 at 10:00 AM in the Commission's hearing room on the First Floor of the Woolfolk State Office Building, Suite 112, 501 N. West Street, Jackson, MS 39201.

SIGNATURE		TITLE	Executive Secretary of the Public Service Commission
DATE	9/16/2011	PROPOSED EFFECTIVE DATE OF RULE	30 days after final passage